

## CHAPTER 7

### SECTION 7.3

# NATIONAL MAIL ORDER PHARMACY PROGRAM

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#### I. POLICY

##### A. General

Effective October 6, 1997, the Department of defense (DoD) began offering a National Mail Order Pharmacy (NMOP) service through an NMOP contractor. The NMOP benefit is independent of and separate from all other TRICARE benefits and will not be administered by Managed Care Support (MCS) contractors. The NMOP is a Preferred Agent Concept and the Preferred Agent List (formulary) can be found at [www.pec.ha.osd.mil/nmop/nmophome.htm](http://www.pec.ha.osd.mil/nmop/nmophome.htm). The current NMOP contractor is Merck Medco, telephone: 1-800-903-4680. DoD offers NMOP service to:

1. Active duty beneficiaries;
2. All beneficiaries now covered by MCS contractors (both enrolled and non-enrolled including Medicare eligible beneficiaries (as provided in Chapter 7, Section 7.2)); and
3. Overseas TRICARE beneficiaries listed in DEERS (with APO or FPO address). For these beneficiaries a prescription is required for a U.S. Food and Drug Administration approved prescription drug from an authorized provider who is licensed to practice in the United States.

##### B. Public Notifications

1. The MCS contractor shall, using existing information dissemination mechanisms, notify as many TRICARE beneficiaries as possible of the name and telephone number of the NMOP contractor.

2. These notifications may include but are not limited to:

Inclusion of notices in enrollee, HBA and other currently produced newsletters.

Use of EOB "flash" messages or stuffers.

Addition of messages on recordings played while incoming calls are on hold.

Notices or flyers available to be picked up at the TSCs.

Addition of messages on any existing automated bulletin boards or internet home pages.

3. MCS contractors shall not undertake special mailings, install new systems or otherwise initiate new notification mechanisms which do not already exist, solely in support of this NMOP program public notification effort.

#### C. Application of Catastrophic Loss Protection Provisions Under the NMOP

Until such time as the NMOP contractor has implemented an automated interface with the centralized repositories of catastrophic cap data (the CDCE, the MCS Contractors' Enrollment Year Catastrophic Cap files, or their successor files), they will process all claims and apply appropriate cost shares under an assumption that catastrophic cap thresholds have not been met. However, if a beneficiary specifically affirms to the NMOP contractor that the catastrophic cap thresholds have been met, the NMOP contractor will not apply deductibles or cost shares. Some beneficiaries may choose to provide documentation to the NMOP contractor, in the form of an EOB, to establish that the catastrophic cap has been met. MCS contractors shall comply with all beneficiary requests for copies of EOBs in support of this requirement.

#### D. Coordination of Benefits under the NMOP

The NMOP contractor will have no Other Health Insurance (OHI) coordination of benefit responsibilities other than an initial screening for a declaration that pharmacy coverage under OHI is or is not available. Beneficiaries who have pharmacy coverage under OHI will be required to utilize their other available pharmacy coverage and their prescriptions will be returned unfilled. TRICARE will remain available as second payer under applicable double coverage rules. When future DEERS upgrades permit access to OHI pharmacy coverage information, the NMOP contractor will be required to utilize that information in their processing.

#### E. Freedom of Choice and Availability of Benefits

Beneficiaries are not required to utilize the NMOP mechanism. At their discretion, they may continue to use TRICARE network or non-network retail pharmacy providers to the extent that they are permitted to do so under their existing TRICARE coverage. Similarly, if the drug which has been prescribed is not on the NMOP Preferred Agent List, the NMOP contractor will contact the prescribing physician to change the prescription to a preferred agent. If the prescriber cannot or will not change the prescription, it will still be filled. Overseas Prime enrollees listed as such on DEERS may utilize the NMOP program provided the pharmaceuticals are mailed to an address within the United States, including APO or FPO addresses.

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